

# Complaints management process

At Alexforbes Botswana, we are committed to providing you with the highest level of care, as we continue to assist you in securing your financial well-being.

A complaint means any expression of dissatisfaction, whether justified or not, relating to:

- a service
- a product, or
- an agreement with any of our businesses or our service providers

**Customers can log a complaint through any of these channels:**

Website	<a href="http://www.alexforbes.com">www.alexforbes.com</a>
Social media	@alexforbes Botswana on Facebook
Call us	3651900 / 3651901/ 3651948
Email us	<a href="mailto:complaints.botswana@alexforbes.com">complaints.botswana@alexforbes.com</a>
Send us a fax	3957552
Walk into our offices	Plot 203, Independence Ave, Gaborone
Send us a letter	P/Bag 00410, Gaborone



Get in touch with our complaints officer  
at the Alexforbes office

